



# Step-by-Step User Guide

## Subcontractor Portal



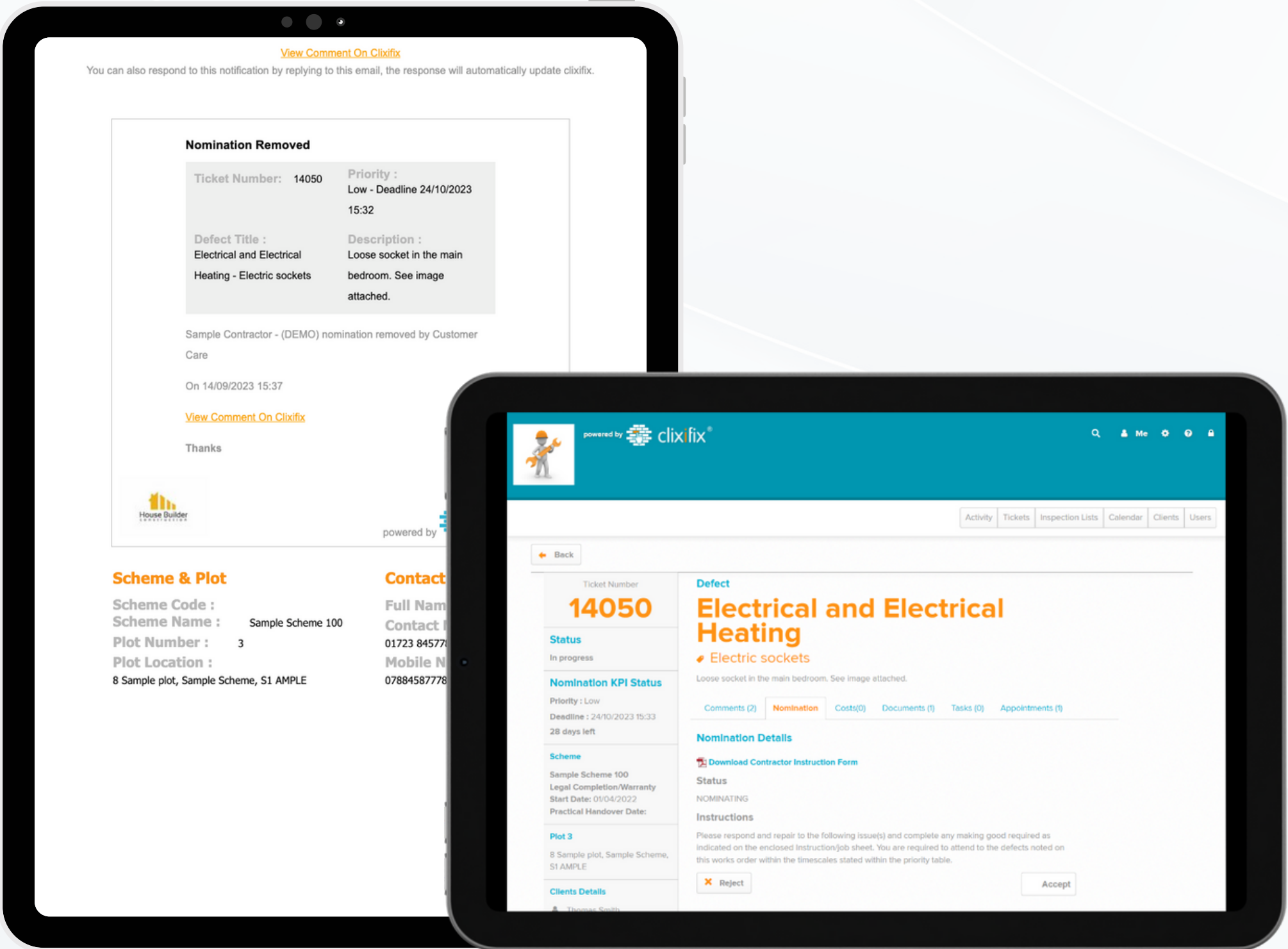
- 03. Ticket Nominations
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# 03 Ticket Nominations

When nominated against a defect, clixifix® will notify you by email, including a PDF of your nomination details.

A link within the email, will direct you to the relevant open ticket. From here you can **Accept** this nomination.

If you **Reject** the defect, you will have to provide a rejection reason.

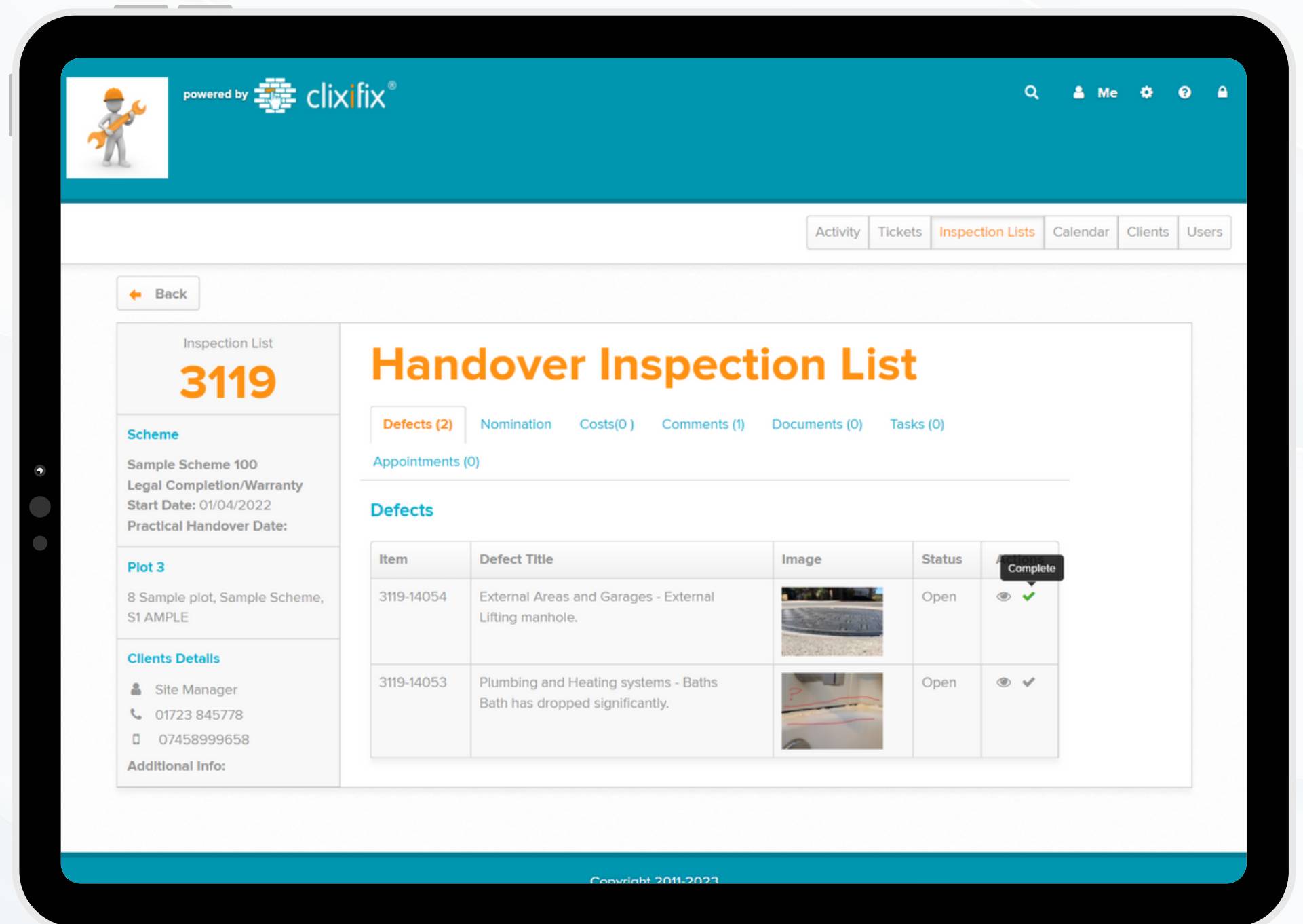


# 04 Inspection List Nominations

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Much like a ticket nomination, individual items from a nominated inspection list can be completed in the same way.

Individual defects can be selected from the list and actioned accordingly.

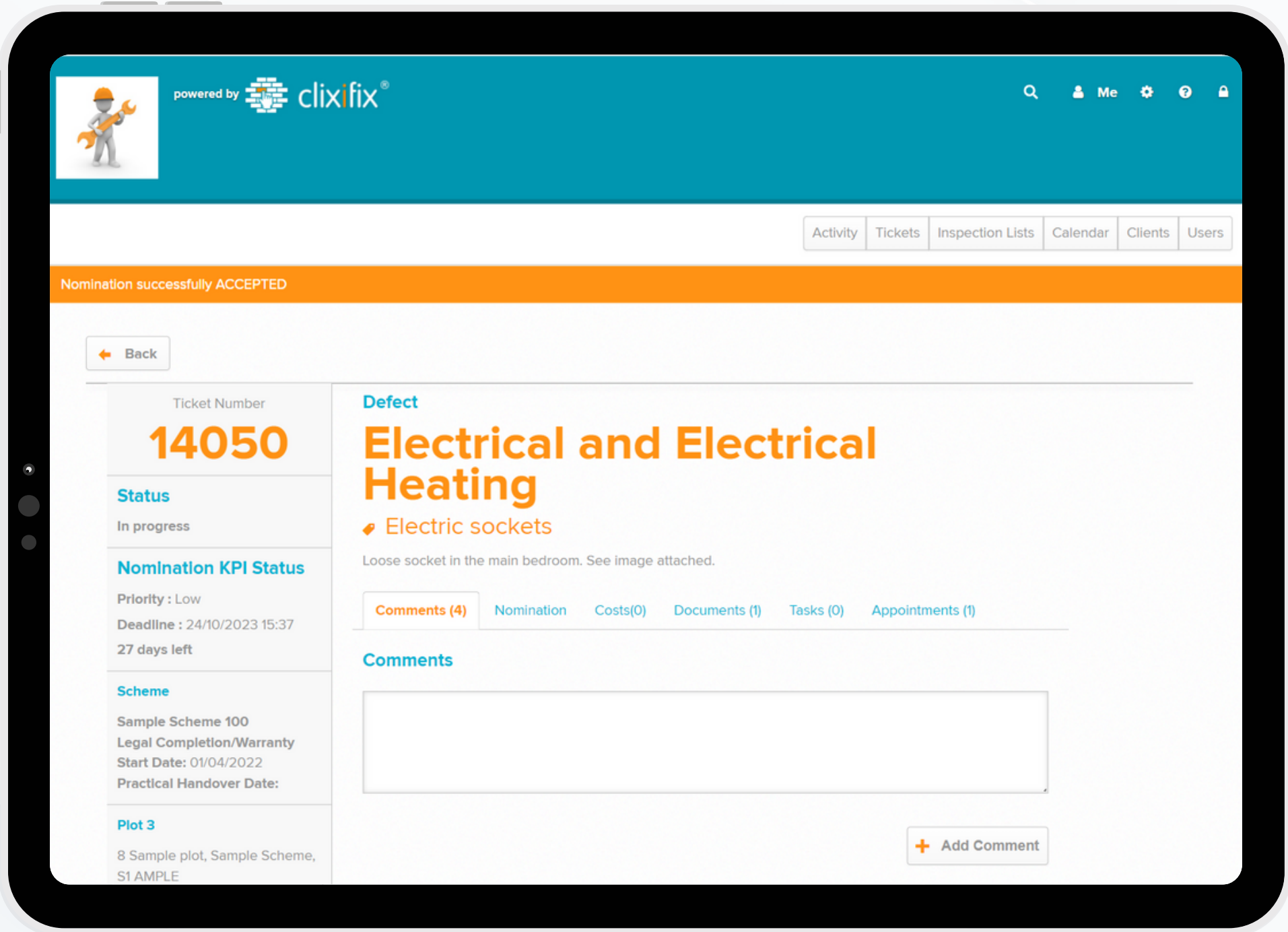




# 05 Comments

Use **Comments** to communicate any updates or queries back to the Housebuilder / Principal Contractor.

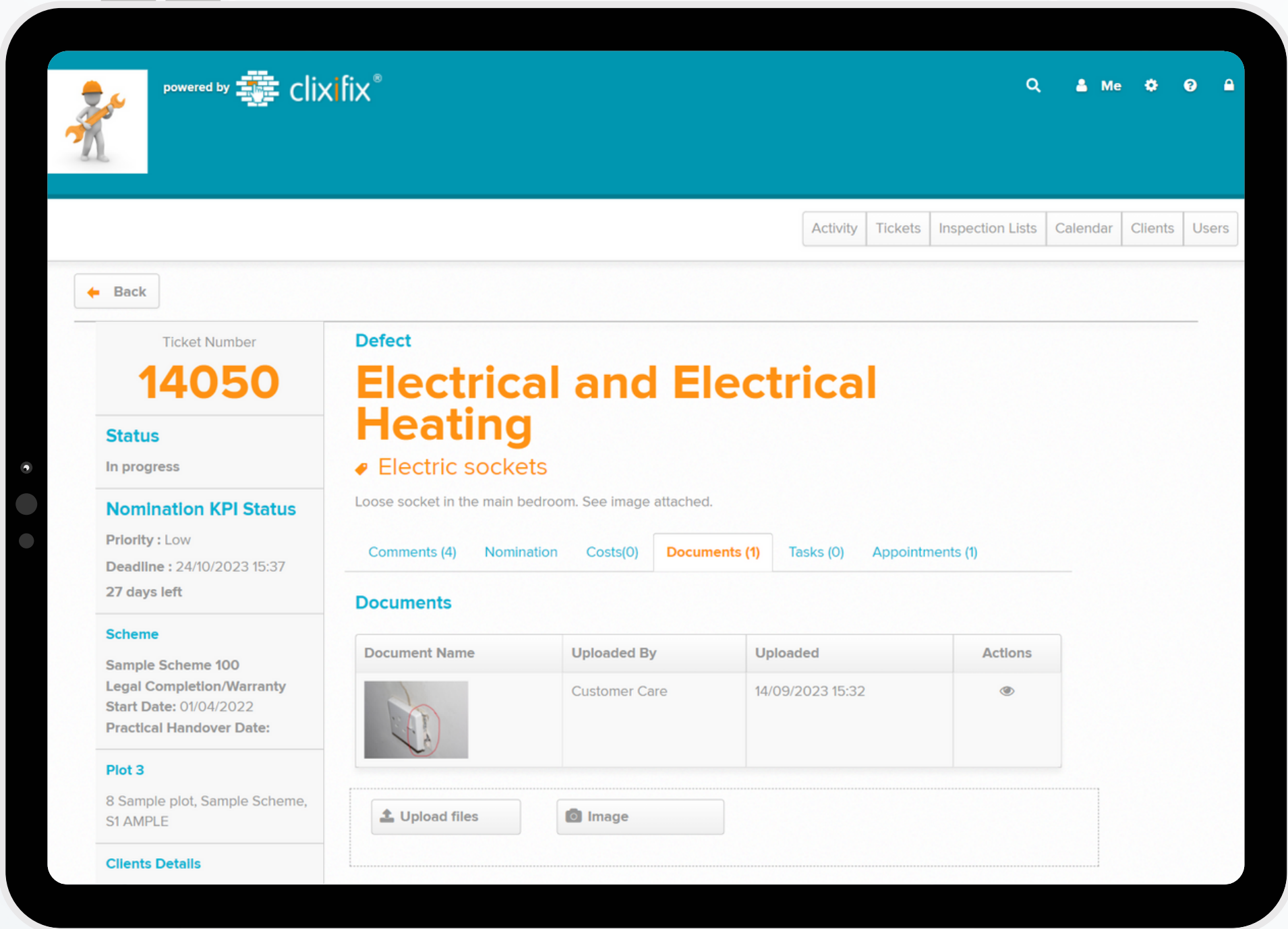
Type in the box and use the **+Add Comment** button to send your message which is time and date stamped.



# 06 Documents

clixifix® can hold additional information, such as Documents and supporting images.

The annotation tool can be used to support with highlighting defect images



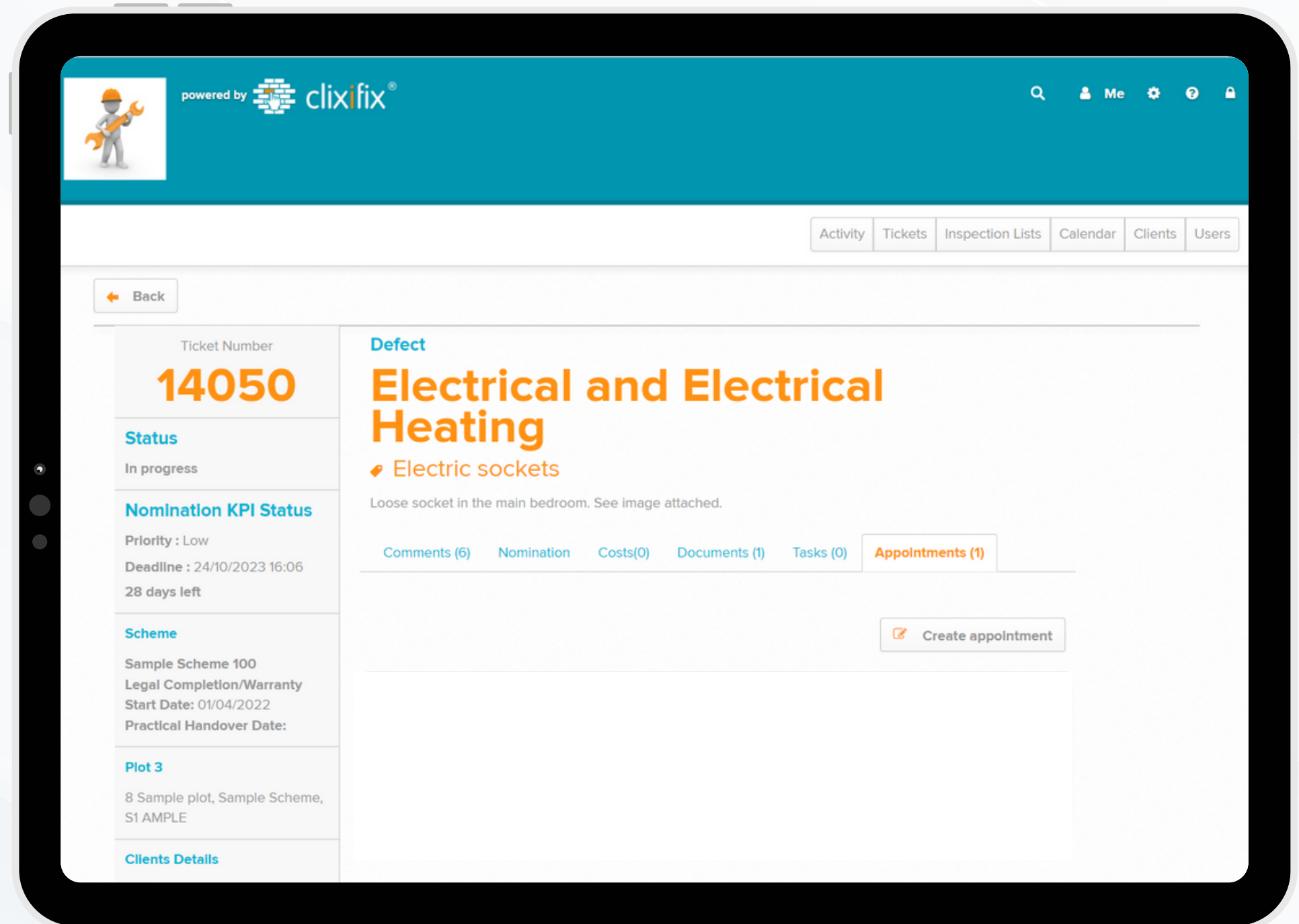


# 07 Appointments

Use the **Appointments** tab to create and manage Appointments for each defect (ticket)

You can view and manage these in your Calendar.

Appointments are automatically shared with the Housebuilder/Principal Contractor and their residents & clients (if invited to their portal)



# 08 Nomination Completion

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On completion of a ticket, clixifix® provides you with the ability to capture any closing comments in relation to the work carried out, along with digital signatures from both an occupant and your operative.

Simply click **Complete** and follow the on-screen steps, finalising with **Complete Nomination & Capture Signatures**.

All signatures and closing comments will appear on the nomination instruction document.

The image displays two screenshots of the clixifix mobile application interface. The larger screenshot on the left shows the 'Defect' screen for ticket number 14050, titled 'Electrical and Electrical Heating' with a sub-category 'Electric sockets'. It details a 'Loose socket in the main bedroom' and includes a 'Nomination KPI Status' section with priority, deadline, and scheme information. A 'Complete' button is visible at the bottom right. The smaller screenshot on the right shows the 'Signature' screen, where a user named 'Mr Smith (Resident)' is prompted to sign. It includes a digital signature capture area, a 'Clear Signature' option, and 'Cancel' and 'Next' buttons.

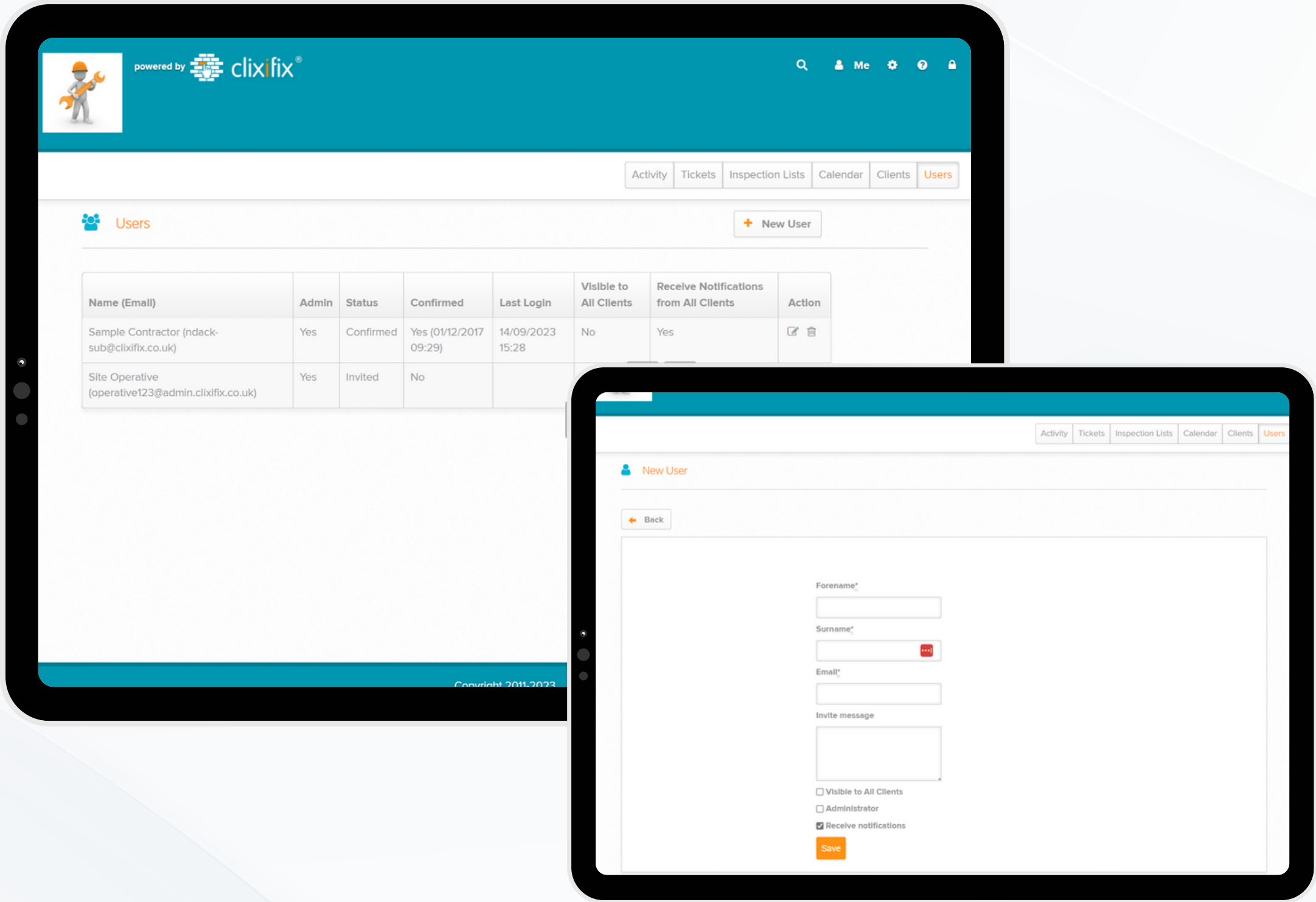


# 09 Managing Users

Administrators are able to add additional Users by selecting the **User** tab from the tool bar.

Additional users are free to add, and there is no limit on how many you wish to invite.

Once a user is invited they will be notified via email with a link to set up their clixifix® password



# 10 Adding a shortcut on your mobile device

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## **iPhone/iPad**

**Step 1.** Open clixifix® in your Safari browser

**Step 2.** Tap the share button at the top of the page 

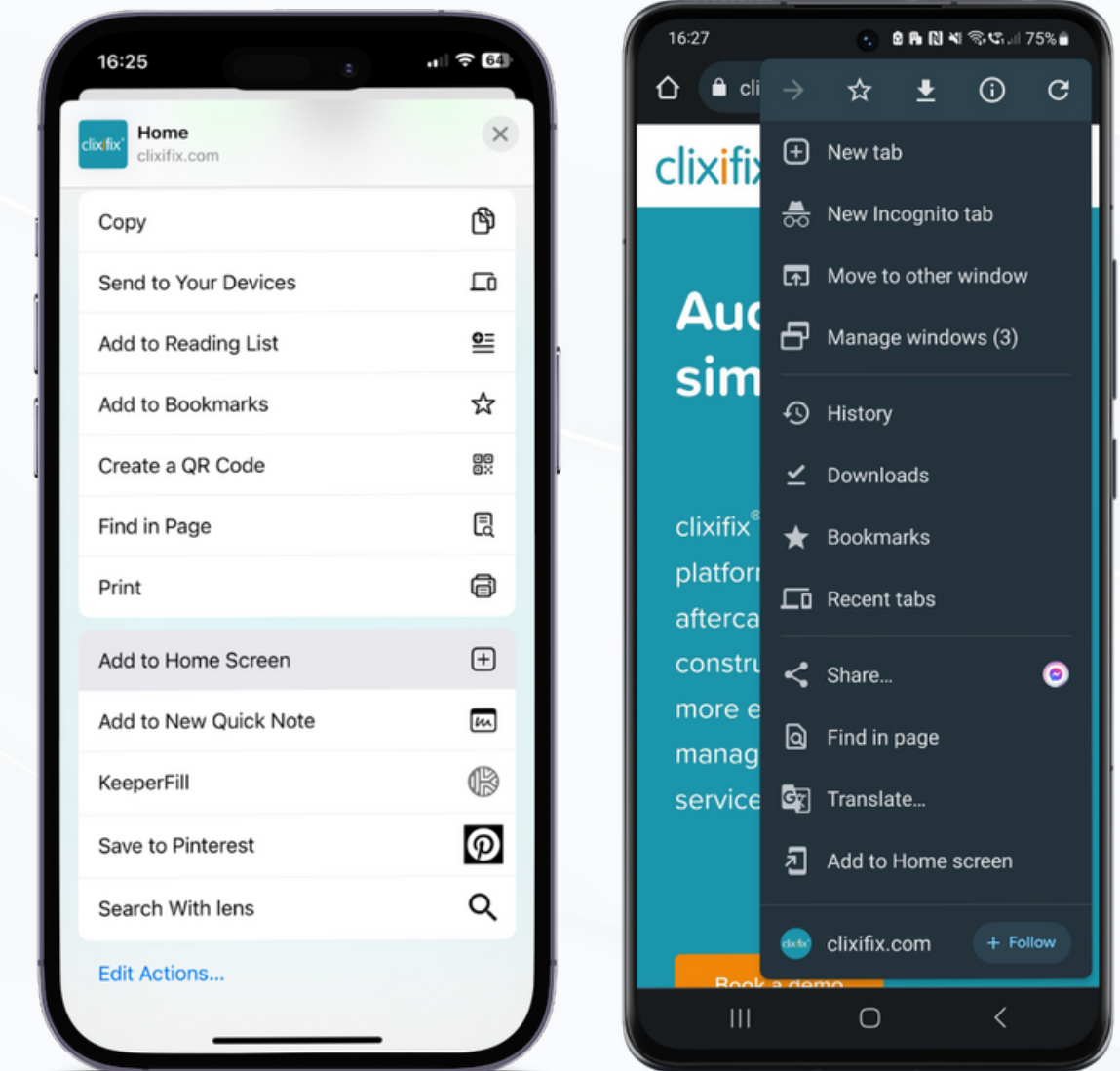
**Step 3.** Select “Add to Home Screen” from the options available

## **Android**

**Step 1.** Open clixifix® in your Chrome browser

**Step 2.** Tap the 3 dots menu option ●●●

**Step 3.** Select “Add to Home Screen” from the options available



# 11 Benefits of your business using clixifix®

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- ✓ Greater visibility of defects position /responsibility with the principal contractors
- ✓ Simple nomination workflows of defects to internal technicians and engineers
- ✓ Real-time collaboration with the principal contractors aftercare team
- ✓ Faster nomination and appointments functions – get defects resolved quicker
- ✓ Improve overall defect resolution performance







For assistance with using your portal you can  
contact the clixifix® Success Team below

**Support**

